

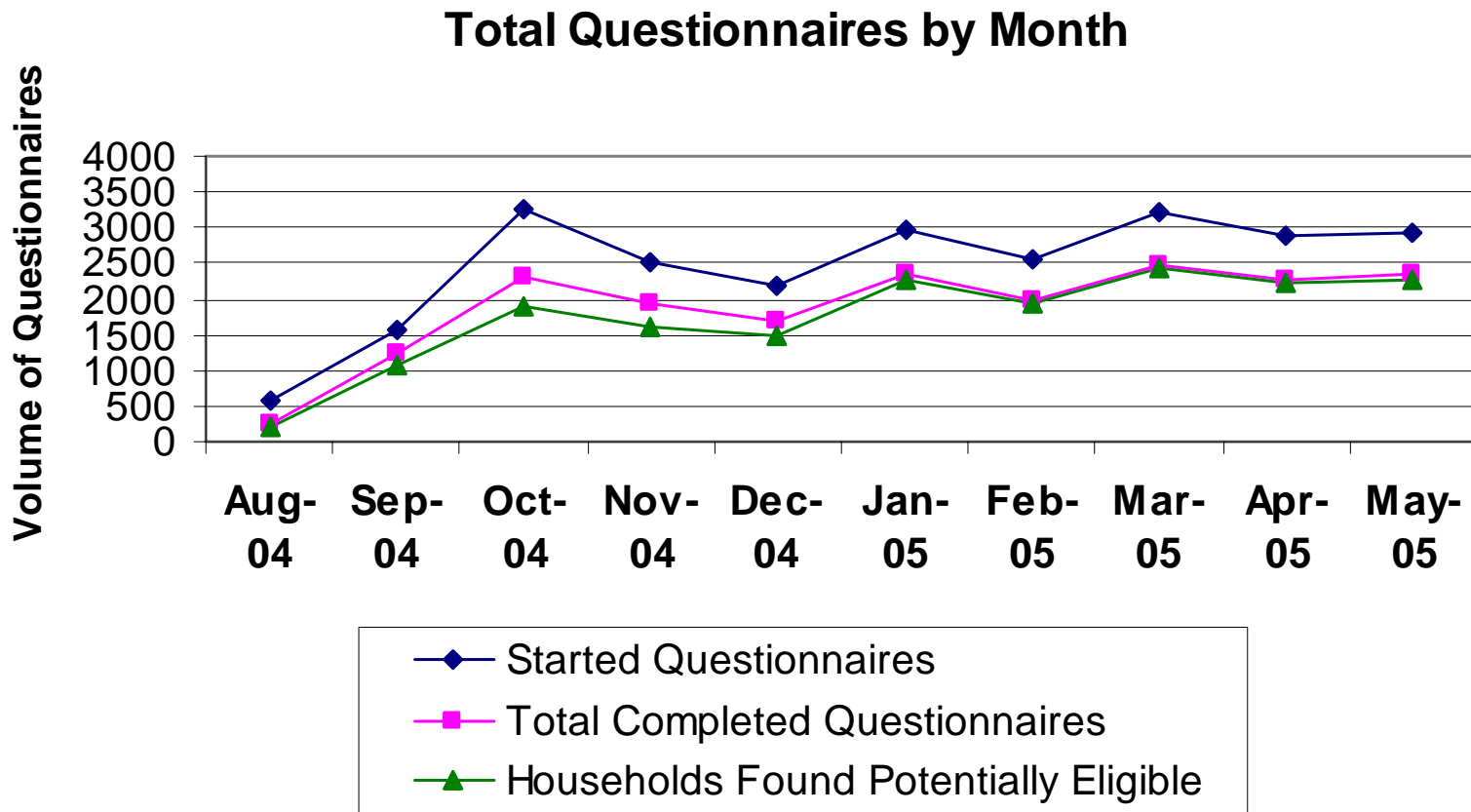
ACCESS: Review of Benefit Query Screens



www.access.wisconsin.gov

ACCESS usage statistics

- Screening questionnaires started to date: **25,497**
- Completed questionnaires to date: **19,547**



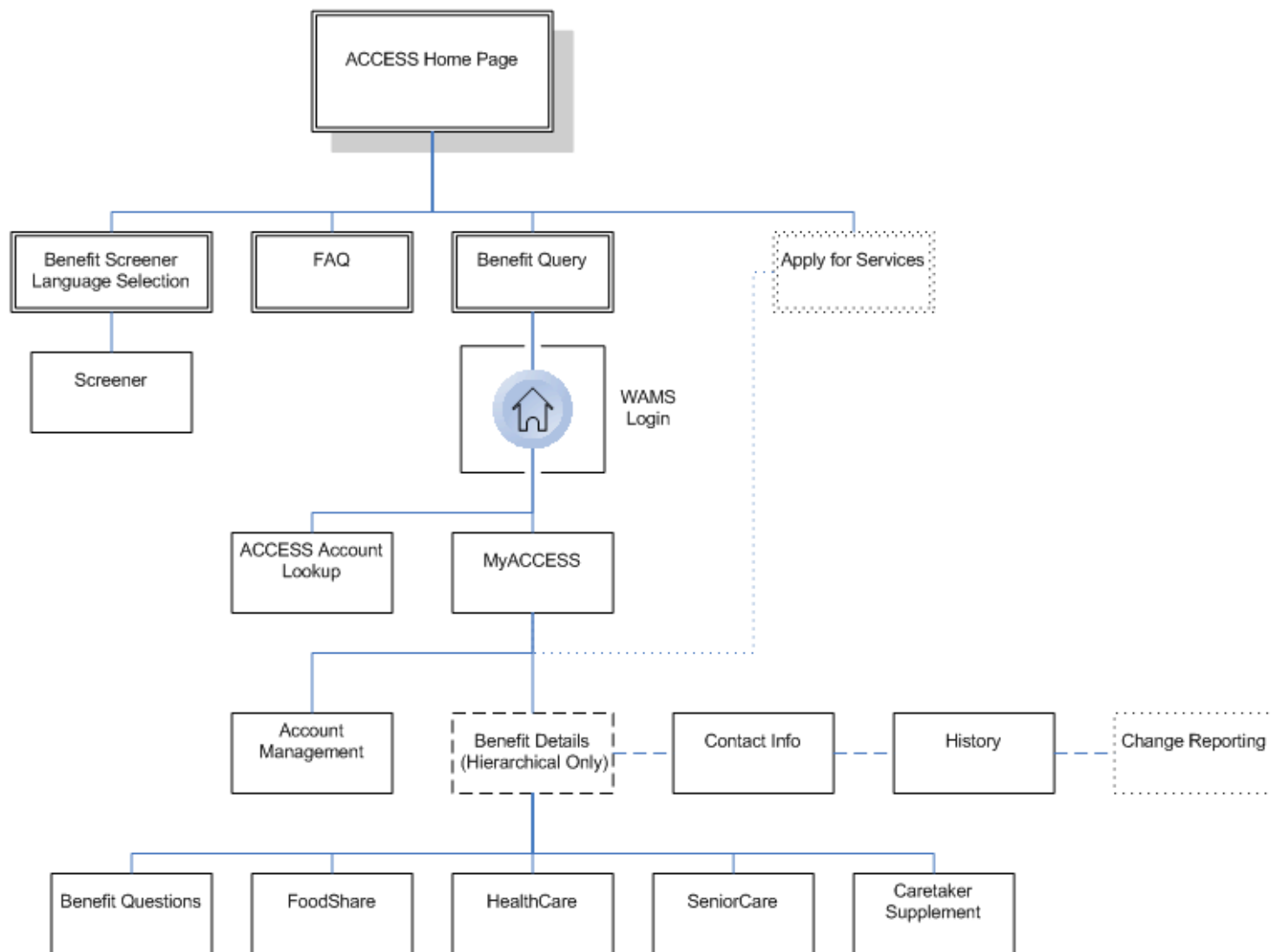
Phase III Development Steps

1. Data gathering – in late 2004 and early 2005, we sought input from:
 - ✓ Workers and supervisors from local agencies
 - ✓ Low-income Wisconsin residents
 - ✓ Community-based service providers
2. February 2005: Requirements developed based on data from focus groups
3. March/April 2005: Reviewed requirements to assess scope, feasibility, and timeline
4. May 2005: Development of design framework and design mock-ups
5. Late August/early September 2005: planned Benefit Query launch

BQ scope decisions

- ◆ For the August/September 2005 release, BQ will not:
 - ✓ Include information about child care, W2 or other, non-FS or MA programs
 - ✓ Show financial/non-financial eligibility data details (e.g., budgetable income)
 - ✓ Provide detailed notice history
 - ✓ Provide data from sources outside of CARES (e.g. EBT balance)

ACCESS 3.0 Site Map



ACCESS Data Security

Data Security Solution Summary

As far as ACCESS is concerned, a household will consist of:

- “full viewing” individuals
- “targeted viewing” individuals;
- and individuals less than 18 (children) that are not the PP/PPS.

‘Full Viewing’ Individuals

‘Full viewing’ individuals are the Primary Person (PP) and the Primary Person Spouse (PPS) so long as he/she is in a valid living arrangement.

At this time, all living arrangements will be considered valid except for “15 – Out of Home”.

‘Targeted Viewing’ Individuals

All other adults in the household are ‘targeted viewing’ individuals.

What a full viewing individual will see

A full viewing individual will see:

- ✓the status and program requests of outstanding applications,
- ✓all the benefit information available for a case,
- ✓all of the household’s contact information,
- ✓and will have the ability to indicate a case should no longer be available through the Benefit Query tool (i.e. – “pull-the-plug”).
- ✓The other accounts that have been created to view information about cases for which he/she is a full viewing member.
- ✓When Change Reporting is available, full viewing individuals will be the only ones that can report a change through the tool.

What targeted viewing individual will see

Targeted viewing individual will be able to see:

- ✓benefit information that is applicable to them.
- ✓the case worker’s information (but NOT the household’s contact information)
- ✓the status of an outstanding application or RFA
- ✓programs that have been requested for each individual in the household

contd...

ACCESS Data Security *contd...*

Additional Restrictions

Along with the restrictions that will be enforced for 'targeted viewing' individuals, there are other data restrictions that governing access to the Benefit Query tool. They are as follows:

Absent Parents: Since children (individuals <18) that are not the PP/PPS will be prevented from creating accounts, providing a child's credentials will not provide access to the account. While this does restrict Absent Parents from being able to view the benefit details of their children, it mitigates the risk of individuals gaining access to household information that the household would rather them not view.

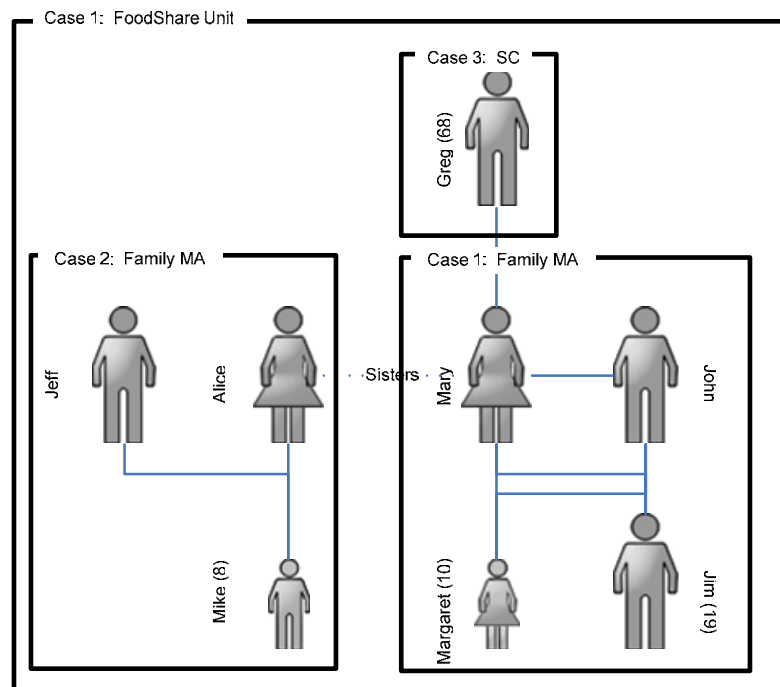
Children that are not the PP/PPS: It was expressed by both the community partners as well as within DHFS that children should not have the ability to view the household's benefit information. This solution fully addresses that concern. Note: This solution also prevents minor parents from seeing the benefit information for their child through their own account. But, to address the concerns expressed, it was felt that this was a reasonable compromise. *Based on research done on the current open caseload in CARES, only 1% of households contain a non-PP/PPS teen parent.*

Non-marital Co-Parents: A non-marital co-parent of the Primary Person or Primary Person's Spouse will not have the ability to view benefit information of other individuals in the household that are not part of their group (because they are defined as 'targeted viewing' individuals). *Based on research done on the current open caseload in CARES, only approximately 5% of households (16,807) consist of non-marital co-parents of the PP/PPS.* For reference, 21% of the households contain married couples with children.

Confidential Cases: An individual will not have access to see benefit information for a confidential case. As the confidential case indicator is by case, and not by individual, adults that are a part of a confidential case will, nonetheless, be able to create an ACCESS account.

An Example of How the Proposed Data Access Logic will Control What Individuals Will See

Household Configurations and Benefit Groups



Case 1

Household Members in Case: All

Primary Person: Mary

Primary Person Spouse: John

Children: Mike and Margaret

Targeted Access: Greg, Alice, Jim, and Jeff

Case 2

Household Members in Case: Greg

Primary Person: Greg

Primary Person Spouse: N/A

Children: N/A

Targeted Access: N/A

Case 3

Household Members in Case: All

Primary Person: Alice

Primary Person Spouse: N/A

Children: Mike and Margaret

Targeted Access: Jeff, Mary, John, Greg, and Jim



Welcome To ACCESS



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How Do I Check My Benefits

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Check My Benefits



Help & FAQs



I'm Not Sure Where To Look

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What Benefits Am I Eligible For

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Benefit Screener



Apply For Services



Apply For More Benefits

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This Welcome page replaces the existing ACCESS homepage and gives users a chance to choose their activity.

**MyACCESS Welcome****What Information Is Shown Below?****Print****Help**

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Who Is Receiving Benefits And What Type?

Program	Individuals Affected	Status	Benefit	Status Date	Benefit Details
FoodShare	Thomas, Janet, Robert	● Open	\$120	6/1/2005	Click For More Information
	Brenda	● Denied	-	11/25/2004	Click For More Information
Healthcare	Thomas, Janet, Robert	● Open	FBMA	6/1/2005	Click For More Information
	Brenda	● Denied	-	5/25/2004	Click For More Information

What Actions Do I Need To Take?

Household Head	Action	Due Date	Individuals Affected	Programs
Thomas Parsons	Send in your income verification form.	5/12/2005	Thomas, Janet, Robert	All Cases
Brenda Parsons	Send in your income verification form.	5/20/2005	Brenda	Healthcare
Thomas Parsons	Schedule a case review with your worker.	10/20/2005	Thomas, Janet, Robert	All Cases
Brenda Parsons	Schedule a case review with your worker.	10/20/2005	Brenda	FoodShare

This is the “benefits snapshot” a user will see once they log in to Benefit query.



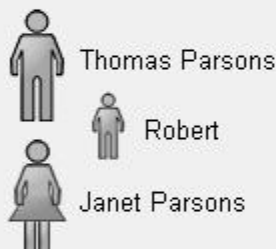
[MyACCESS Welcome](#) [Benefit Details](#) [Contact Information](#) [History](#) [Report Changes](#)

Case Number: 01234567890 **Household Head:** Thomas Parsons **Status:** Eligible



[Benefit Questions](#) [FoodShare Benefits](#) [Healthcare Benefits](#) [Senior Care Benefits](#) [Caretaker Supplement](#)

FoodShare Unit Benefit Details



Eligibility Status: Open
Benefit Begin Date: 4/21/2004 **Benefite End Date:** 4/25/2005
Total Benefit Amount: \$120.00
Next Review Date: 10/15/2005

We are waiting for your to:

1. Please schedule an appointment with your worker to review your case.
2. Your worker is waiting for you to send in verification of your current mailing address.
3. Please send in your income verification form, due by 5/30/2005..

Your application for FoodShare was denied/closed for the following reason(s):

1. You have too much income.

Not Eligible For Foodshare



Last Updated: 4/15/2005

Your application for FoodShare was denied/closed for the following reason(s):

1. In order to keep getting benefits, you will need to call you worker and setup a time to review the facts about your case.
2. You have too much income.
3. The necessary paperwork has not been filed with your case worker.

This is the "Benefit Detail" page for FoodShare.



Welcome Thomas R. Parsons (Case No: 01234567890)

Thursday, June 9, 2005

MyACCESS Welcome

Benefit Details

Contact Information

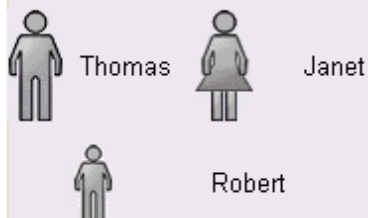
History

Report Changes

FoodShare Benefits



FoodShare Unit Benefit Details



Status : Open

Monthly Benefit Amount: \$120

Benefit Begin Date: 01/10/2005

Benefit End Date: 06/30/2005

Next Review Date: 06/30/2005

We are currently waiting for you to:

1. Thomas, Janet, and Robert are getting \$120 per month as FoodShare benefit. FoodShare benefit will end on 06/30/2005.
2. Thomas – Please schedule an interview with your case worker to review your benefit.
3. Thomas – If your case review is not complete before 06/30/2005, the FoodShare benefits for the household will end.

FoodShare Benefit Details



We have found that some of the household members are not eligible for the FoodShare benefits:

1. Brenda - You cannot be eligible for FoodShare benefits as you are currently living in an institution.



MyACCESS Welcome

Benefit Details

Contact Information

History

Report Changes

Case Number: 01234567890 Household Head: Thomas Parsons Status: Eligible



Benefit Questions

FoodShare Benefits

Healthcare Benefits

Senior Care Benefits

Caretaker Supplement

Individual Healthcare Benefit Details



Brenda Parsons

Benefit: Long-Term Care

Eligibility Status: Open

Benefit Begin Date: 4/21/2004 **Benefit End Date:** 4/25/2005

Next Review Date: 10/15/2005

We are waiting for your to:

1. Please schedule an appointment with your worker to review your case.
2. Your worker is waiting for you to send in verification of your current mailing address.
3. Please send in your income verification form, due by 5/30/2005..

Your application for Healthcare was denied/closed for the following reason(s):

1. You have too much income.

Healthcare Benefit Details



Thomas Parsons



Robert



Janet Parsons

Eligibility Status: Open

Benefit Begin Date: 4/21/2004 **Benefit End Date:** 4/25/2005

Premium Amount: \$100.00

Premium Due Date: 6/15/2005

Deductible Amount: \$10.00

Deductible Expiration Date: 6/15/2005

Cost Share:

Net Liability:

This is the "Benefit Detail" page for Medicaid.



Welcome Thomas R. Parsons (Case No: 01234567890)

Thursday, June 9, 2005

MyACCESS Welcome

Benefit Details

Contact Information

History

Report Changes

Healthcare Benefits



Print



Help

Healthcare Benefit Details



Robert



Brenda

Benefit : Full Benefit Family Medicaid

Status : Open

We have found that:

1.

Robert is covered under Full Benefit Family Medicaid since 01/01/2002. Robert's benefit will end on 12/31/2005.

2.

Brenda is covered under Full Benefit Family Medicaid since 01/01/2005. Brenda's benefit will end on 12/31/2005.



Thomas



Janet

Benefit : Full Benefit Elderly Blind Disabled Medicaid

Status : Open

We have found that:

1.

Thomas is covered under Full Benefit Elderly Blind Disabled Medicaid since 10/01/2003. Thomas's benefit will end on 12/31/2005.

2.

Janet is covered under Full Benefit Elderly Blind Disabled Medicaid since 10/01/2003. Janet's benefit will end on 12/31/2005.



Thomas

Benefit : Long Term Care - Community Waivers Medicaid

Status : Pending

We are waiting for you to:

1.

Thomas - Your Community Waivers Medicaid Benefits are pending for the following verification requirements:

- You have to provide proof for the Waivers Program Start date to the Case Worker.

We have found that:

1.

Thomas - Your request for Community Waiver's Medicaid benefits will be denied if the verification document(s) is/are not provided to the case worker by 06/30/2005.



Janet

We have found that some of the household member's are not eligible for the Healthcare benefits:

1.

Janet - You are not eligible for Long Term Care - Community Waivers Medicaid benefit as you are not Functionally Eligible for the benefit program.



ACCESS

State of W I S C O N S I N

[MyACCESS](#) | [Eligibility Screener](#) | [Apply For Services](#) | [FAQs](#) | [Additional Resources](#) | [Logout](#)

Welcome Thomas R. Parsons (MyACCESS No: 01234567890)

Monday, April 25, 2005

MyACCESS Welcome

Benefit Details

Contact Information

History

Report Changes

Case Number: 01234567890 **Household Head:** Thomas Parsons **Status:** Eligible



Print



Help

Case Worker: Stanley Halverson

Phone: 412-402-5075

Address 1: 433 West Washington Avenue

Address 2:

City: Madison **State:** WI **Zip:** 53703

My Contact Information

Head Of Household: Thomas Parsons

Phone: 412-403-2134

Address 1: 433 West Washington Avenue

Address 2:

City: Madison **State:** WI **Zip:** 53703

This page provides the contact information for the worker, as well as the address we have on file for the client.

[MyACCESS Welcome](#)[Benefit Details](#)[Contact Information](#)[History](#)[Report Changes](#)**Case Number:** 01234567890 **Household Head:** Thomas Parsons **Status:** Eligible**Show Me A History Of My Important Messages**

Date	Program	Individual	Message
9/1/2004	FoodShare	Thomas, Janet, Robert	Your FoodShare benefits have changed because of changes in the size of your family, your income, or your bills. Starting on October 1, 2004, your FoodShare amount will increase from \$100 to \$120 per month.
7/15/2004	All Benefits	All members	In order to keep getting your benefits, you will need to call your worker and setup a time to review your case with your worker. This must be completed by August 31, 2004.
7/15/2004	Healthcare	Thomas	Your worker has recently determined that Thomas is now eligible for Full Benefit Medicaid, effective July 31, 2004. Previously you were receiving Long-Term Care benefits. Please review your Benefit Details under Healthcare for more information.
6/10/2004	Healthcare	Thomas	Your worker has recently determined that Thomas is now eligible for Full Benefit Medicaid, effective July 1, 2004. Previously you were receiving Long-Term Care benefits. Please review your Benefit Details under Healthcare for more information.
4/25/2004	FoodShare	Thomas, Janet, Robert	Your FoodShare benefits have changed because of changes in the size of your family, your income, or your bills. Starting on June 1, 2004, your FoodShare amount will increase from \$80 to \$100 per month.

This page provides a chronological list of all of the changes and messages that have been posted in ACCESS. Once a message is no longer current, it will be transferred to the History page.



Frequently Asked Questions About My Benefits



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This page consists of non-personalized
Frequently Asked Questions.